

ANGUS COUNCIL
PERSONNEL & PROPERTY SERVICES COMMITTEE
18 JUNE 2002
CHIEF EXECUTIVE'S DEPARTMENT SERVICE PLAN
REPORT BY CHIEF EXECUTIVE

ABSTRACT

This report advises of Personnel Services' progress against its Priority Objectives for 2001/02 and seeks agreement to the Priority Objectives for the Service for 2002/03 prior to inclusion in the Chief Executive's Departments' Service Plan.

1. RECOMMENDATION

The Committee:

- i note Personnel Services' Priority Objectives 2001/02 Progress Report as outlined in Appendix 1
- ii agree Personnel Services' Priority Objectives for 2002/03 as outlined in Appendix 2
- iii note that both appendices will be incorporated within the Chief Executive's Department's Service Plan

2. SERVICE PLAN

The Service Plan for the Chief Executive's Department will now incorporate Personnel Services following the decision of Angus Council on 13 December 2001 to replace the Director of Personnel with a Personnel Manager reporting to the Chief Executive.

While the Service Plan will be submitted to the Policy & Resources Committee the approval of this Committee, which is responsible for Personnel Services, is sought in regard to that aspect of the Plan which directly relates to Personnel Services.

Accordingly, the Committee is asked to note and approve for its interest the progress which has been made against targets established in the 2001/02 Service Plan as outlined in Appendix 1 and the priority objectives which Personnel Services' aims to achieve during 2002/03 as well as future plans which have already been identified for 2003/04 and 2004/05 as outlined in Appendix 2.

3. FINANCIAL IMPLICATIONS

There are no financial implications associated with the terms of this report.

4. HUMAN RIGHTS IMPLICATIONS

There are no human rights implications associated with this report.

5. CONSULTATION

The Director of Finance and Director of Law & Administration have been consulted on the terms of this report.

A B Watson
Chief Executive

HR/PersMan

NOTE No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

PRIORITY OBJECTIVES 2001/02 PROGRESS REPORT

A summary of the developments and initiatives actioned through implementation of the 2001/02 Priority Objectives follows. Each Priority Objective is in bold italics and is followed by a narrative outlining progress, with italicised narrative representing the identified success criteria. It should be noted that the Priority Objectives highlight new developments and initiatives which are in addition to the day to day service which is being provided to our customers throughout the year, and progress against Priority Objectives should be considered within this context.

PERSONNEL AND EMPLOYEE RELATIONS

Arrange training for Harassment at Work Contacts, introduce recording and monitoring of approaches to Contacts and raise awareness of named Contacts

Training has been completed for new Contact Officers. Names of Contact Officers been publicised in Angus Matters and new recording and monitoring procedures established.

Establish database of staff who can use sign language, have foreign languages

Database established and departments can now access language interpretation skills in Spanish, Portuguese and German as well as British Sign Language.

Identify training provider to undertake stress training for managers and personal stress awareness training for employees

In June 2001 the Council approved the *appointment of an external training provider to provide stress training for managers in accordance with a specification prepared by the Service. This training started in September. Personal stress awareness training, provided in-house, started in November.*

Develop use of recruitment monitoring data for equal opportunity reporting purposes

No progress has been made to date due to operational difficulties with the software. These difficulties are currently being investigated by the Information Technology Department.

Develop and introduce pilot employee counselling service

The Lancaster Group has been appointed to provide a pilot employee counselling service for a 9 month period. *The pilot scheme was introduced in November and covers employees in the Contract Services, Housing and Information Technology Departments and employees in the Revenues Section of the Finance Department.*

Incorporate employee benefits information within Employee Matters Intranet site

Employee Benefits Information was *incorporated within the Employee Matters site in October 2001.*

Check feasibility of introducing "on-line" job applications

Following consideration of *a report on feasibility*, a Project Team has been established with a remit to examine all departmental procedures to facilitate the introduction of 'on line' job applications.

Best Value Service Review of Personnel Services

Terms of Reference of the Review were agreed in October and the Review is now underway.

Carry out audit of workforce using the same categories as recruitment monitoring

Audit will now be undertaken in 2002/03.

Carry out audit of numbers of part time employees with caring and parental responsibilities

The Government is legislating on the right to request flexible working hours and it is considered that progress on this action should be deferred pending the introduction of this legislation.

Review Plain English Campaign Crystal Mark Award for 'Applying for a Job?' Leaflet

The leaflet was submitted to the Plain English Campaign for reassessment and the *Crystal Mark Award* was retained.

Assist departments implement 37 hour working week for those employees who currently work in excess of these hours

The 37 hour week was implemented with effect from 1 April 2002.

Conduct Employee Attitude Survey

A Questionnaire was prepared and issued to employees in February 2002. Results of the survey are awaited from the appointed Consultant.

Prepare Human Resource Strategy for Council

A draft Strategy is currently being considered by the Personnel Manager.

Implement Scottish Council's Job Evaluation Scheme within the Council

This project is ongoing.

Develop and meet action plan targets to ensure department maintains SHAW Gold Award

Following external assessment in October Personnel Services retained its Gold Award.

Promote and assist other departments to attain the SHAW Awards

The number of Awards held by the Council has increased to 13 Bronze, 8 Silver, 3 Gold.

EMPLOYEE DEVELOPMENT

Assist departments and the Council to achieve liP Recognition

All departments have been assisted to implement liP Action Plans. Departments are achieving planned milestones within Action Plans. Four departments have achieved recognition as Investors in People and several more will be submitted for assessment in 2002.

Develop Proposals for the Introduction of Uniform Competency Standards

Proposals submitted to Personnel Manager. Further consideration of the proposals has been deferred pending implementation of the Job Evaluation Scheme.

Review Administration of Council Training Courses

Review completed. Revised procedures implemented in October 2001.

Review Course Satisfaction and Evaluation Systems

Review completed. Departments have been consulted on proposed changes and these will be introduced for courses in the training year 2002/03.

Develop Proposals for Addressing Training and Other Needs Relating to Front Line Service Delivery

Work on this objective was deferred pending the outcome of a review of the Council's Customer Care Policy. These needs are now being identified with departments on an individual basis.

Submit Proposals for the Maintenance of Training and Development Records by Departments

Proposals were submitted and guidance has been issued to departments.

SAFETY

Consider Proposal to Establish Post to assist the Council Discharge its Health & Safety Responsibilities in Respect of Construction Work

A post, now designated Planning Supervisor, was established by the Personnel & Property Services Committee on 12 June 2001. A Planning Supervisor has now been appointed.

Implement Pilot Physiotherapy Service

A pilot physiotherapy service was implemented in August 2001. The progress of the pilot continues to be monitored.

Commence Delivery of Programme of Manual Handling Training in Social Work Department

Safety staff have been trained as instructors and course material has been prepared. The team is ready to commence training at the Department's request.

Agree with Director of Social Work an Action Plan to Address Issues Arising from an Audit of Safety Practice

Audit completed. Action Plan agreed and implementation commenced by Director of Social Work.

Commence Audit of Departments' Practice Against Safety Policy Statements

Audit commenced and ongoing.

Expand Range of Safety Training Delivered In-House to include Risk Assessment and Management Training

New courses have been delivered in Risk Assessment and dealing with Violence and Aggression. Due to reduced staffing resources safety management training will continue to be delivered externally.

Undertake a Programme of Noise Assessments within the Contract Services Department

Programme completed and findings and recommendations for action submitted to Contract Services Manager.

TRAINING SERVICES

Review all Skillseeker programmes to establish income/expenditure

Review completed. No change to current programme required. Monitoring to continue.

Develop and prepare a scheme of Guaranteed Interviews for New Deal Programme Participants

Scheme approved by Personnel & Property Services Committee of 12 June 2001. Scheme now implemented.

Review Systems for collecting Customer Satisfaction Information

Review completed. Revised systems implemented in December 2001

Carry out Best Value Service Review of IT Training Services

Review completed. Report and Service Improvement Plan will be submitted to Personnel & Property Services Committee.

Achievement of Job Outcome Targets for Participants on New Deal Environment Task Force

Achieving target of 50%. Job outcome rate was 52% as at 31 March 2002.

Achieve Employment Service Job Targets for Participants on New Deal 25+ Programme

Job outcome rate was 40% as at 31 March 2002, against a target of 40%.

Review ISO9001 Quality Standards to ensure compliance with amended criteria

Review completed. Programme of changes implemented. Revisions to Quality Manuals a priority objective for 2002/03.

***Commence Employee IT Skills Audit in accordance with E-Government Strategy
Prepare and commence delivery of IT Training Programme arising from Skills Audit***

The Council's E-Government Group has approved an approach to increase the general level of employees' IT skills using the European Computer Driving Licence as a benchmark of competence. This approach incorporates a skills audit. A priority group of 150 employees commenced training to ECDL level in April 2002.

PRIORITY OBJECTIVES 2002/2003: FUTURE PLANS 2003 – 2005

SERVICE AREA: PERSONNEL AND EMPLOYEE RELATIONS (Page 1 of 2)

Priority Objectives 2002/2003 (D) Development (M) Maintenance	Lead Responsibility	Target Date for Completion	Success Criteria	Future Plans 2003/2004	Future Plans 2004/2005
<ul style="list-style-type: none"> Best Value Service Review of Personnel and Employee Relations Service (D) 	Personnel Services Manager	August 2002	<ul style="list-style-type: none"> Report submitted to Committee 	<ul style="list-style-type: none"> Dependent upon outcome of review 	
<ul style="list-style-type: none"> Report on outcome of Employee Attitude Survey (D) 	“	August 2002	<ul style="list-style-type: none"> Report submitted to Management Team/Committee 	<ul style="list-style-type: none"> Dependent upon outcome of survey 	
<ul style="list-style-type: none"> Prepare Human Resource Strategy for Council (D) 	“	August 2002	<ul style="list-style-type: none"> Strategy approved by Management Team/Committee 	<ul style="list-style-type: none"> Dependent upon content of Strategy 	
<ul style="list-style-type: none"> Introduce Car Loan Facility to Employee Benefits Pack (D) 	Principal Personnel Adviser (Recruitment)	September 2002	<ul style="list-style-type: none"> Facility included in Employee Benefits Pack 		
<ul style="list-style-type: none"> Evaluate pilot employee counselling service (D) 	Personnel Services Manager	October 2002	<ul style="list-style-type: none"> Report submitted to Management Team/Committee 	<ul style="list-style-type: none"> Dependent upon outcome of evaluation 	
<ul style="list-style-type: none"> Develop use of recruitment monitoring data for equal opportunity reporting purposes (D) 	Principal Personnel Adviser	November 2002	<ul style="list-style-type: none"> Reporting arrangement to Committee introduced 		
<ul style="list-style-type: none"> Advertise for companies to provide cars for Car Lease Scheme 	Principal Personnel Adviser (Recruitment)	December 2002	<ul style="list-style-type: none"> Providers approved by Committee 		
<ul style="list-style-type: none"> Introduce “on-line” job applications (D) 	“	January 2003	<ul style="list-style-type: none"> Job Application Forms available “on-line” 		
<ul style="list-style-type: none"> Carry out audit of workforce using the same categories as recruitment monitoring (D) 	Principal Personnel Adviser	March 2003	<ul style="list-style-type: none"> Audit completed 	<ul style="list-style-type: none"> Address any issue arising from audit 	
<ul style="list-style-type: none"> Consider scope for improving services by means of using information and communications technology (D) 	Personnel Services Manager	March 2003	<ul style="list-style-type: none"> Report on current status and possible future developments 	<ul style="list-style-type: none"> Dependent upon report 	

Priority Objectives 2002/2003 (D) Development (M) Maintenance	Lead Responsibility	Target Date for Completion	Success Criteria	Future Plans 2003/2004	Future Plans 2004/2005
<ul style="list-style-type: none"> • Develop and meet action plan targets to ensure Service maintains SHAW Gold Award (M) • Promote and assist other departments to attain the SHAW Awards (D) • Implement Scottish Council's Job Evaluation Scheme within the Council (D) • Review Plain English Campaign Crystal Mark Award for 'Applying for a Job?' Leaflet (M) 	Senior Personnel Adviser " Personnel Services Manager Principal Personnel Adviser (Recruitment)	Ongoing Ongoing Ongoing	<ul style="list-style-type: none"> • Service maintaining SHAW Gold Award • Increase in number of departments having awards/ increase in level of awards held • Achievement of planned milestones within Project Plan 	<ul style="list-style-type: none"> • Maintain SHAW Gold Award • Continue to provide assistance to departments • Complete implementation • Renew Crystal Mark Award December 2003 	<ul style="list-style-type: none"> • Maintain SHAW Gold Award • Continue to provide assistance to departments

SERVICE AREA:

EMPLOYEE DEVELOPMENT

Priority Objectives 2002/2003 (D) Development (M) Maintenance	Lead Responsibility	Target Date for Completion	Success Criteria	Future Plans 2003/2004	Future Plans 2004/2005
<ul style="list-style-type: none"> • Assist departments and the Council as a whole to implement liP action plans leading to recognition (M) • Compile a comprehensive list of Approved training providers for use by the Council (D) • Review operation of Learning Resource Centre Pilot (M) 	Employee Development Manager “ “	Ongoing June 2002 October 2002	<ul style="list-style-type: none"> • Achievement of liP status by departments or sections of departments • Compilation of list • Report submitted to Management Team 	<ul style="list-style-type: none"> • Overall Council recognition achieved • Review of list • Dependent on review 	<ul style="list-style-type: none"> • Maintain liP status across Council • Review of list

SERVICE AREA:

SAFETY

Priority Objectives 2002/2003 (D) Development (M) Maintenance	Lead Responsibility	Target Date for Completion	Success Criteria	Future Plans 2003/2004	Future Plans 2004/2005
<ul style="list-style-type: none"> • Devise arrangements to provide departments with detailed information on working time lost through accidents and the cost of such accidents (D) • Review operation of pilot physiotherapy service (D) • Continue audit of departmental practice against safety policy statements (M) • Best Value Service Review of Safety (D) 	Safety Manager Hd of Emp Dev, Training & Safety Safety Manager Personnel Services Manager	September 2002 October 2002 Ongoing Start August 2002	<ul style="list-style-type: none"> • Information supplied to departments • Report submitted to Management Team • Reports on audit submitted to relevant Chief Officers • Progress review against agreed milestones 	<ul style="list-style-type: none"> • Dependent on recommendations • Complete Review April 2003 	

SERVICE AREA:

TRAINING SERVICES

Priority Objectives 2002/2003 (D) Development (M) Maintenance	Lead Responsibility	Target Date for Completion	Success Criteria	Future Plans 2003/2004	Future Plans 2004/2005
<ul style="list-style-type: none"> • Achieve job outcome targets for participants on the New Deal Environment Task Force as contracted with the Employment Service (M) • Achieve job targets for participants on New Deal 25+ Programme as contracted with the Employment Service (M) • Revise Quality Manuals (D) • Deliver European Computer Driving Licence training to corporate priority training group ((D)) 	Training Services Manager “ “ “	March 2003 March 2003 January 2003 March 2003	<ul style="list-style-type: none"> • 50% of all those leaving the ETF option gain employment • 40% of all those leaving the New Deal 25+ Programme gain employment • Manuals revised in line with new quality standards • 150 members of priority group achieve ECDL 	<ul style="list-style-type: none"> • Retain contract with Employment Service and achieve future targets • Retain contract with Employment Service and achieve future targets • Work to required quality standards and revise as necessary • Expand delivery of ECDL 	<ul style="list-style-type: none"> • Retain contract and achieve targets • Retain contract and achieve targets